
From: Putnam, Robert [Robert.Putnam@bhrsd.org]
Sent: Wednesday, February 11, 2009 2:06 PM
To: Williams, Catrice (DTC)
Subject: Verizon

Hello,

I live in the town of Alford, Massachusetts in Berkshire County Massachusetts. I am aware of your request for comment in regard to two existing town-specific Verizon service quality investigations -- D.T.C. 07-2 Petition of the Board of Selectmen of the Town of Hancock Pursuant to G. L. c. 159, § 24 Regarding the Quality of Verizon Telephone Service; and, D.T.C. 07-5 Petition of the Town of Rowe Pursuant to G. L. c. 159, § 24 Regarding the Quality of Verizon Telephone Service, and a pending un-docketed complaint by the Town of Shutesbury into this proposed regional service quality examination.

I have experienced terrible service from Verizon on the several occasions storms have downed telephone lines. My electrical service was restored within hours while it was days before the telephone service was restored. In addition, my portion of town has not been able to get high-speed internet service even though it is available to house 400 yards from me. I spoke with a lineman who said that the upgrades necessary for extending high-speed service would be a simple and not terribly costly.

I believe the complaint should include Berkshire County.

Sincerely,

Robert R. Putnam
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